

RINGKASAN

Penelitian analisi sistem antrian di super market. Penelitian ini mengambil judul: “Analisis Penerapan Teori Antrian pada Sistem Pembayaran Rita Pasaraya Isola Purwokerto di Lokasi Super Market”.

Tujuan penelitian ini adalah untuk jumlah kasir yang paling optimal guna menurangi jumlah antrian dan juga waktu menganggur kasir. Model antrian yang digunakan Rita Pasaraya Isola pada lokasi Supermarket adalah *Multiple Channel – Single Phase*. Berdasarkan penelitian langsung yang dilakukan terdapat 10 jumlah fasilitas pembayaran yang tersedia namun pada realisasinya rata-rata fasilitas pembayaran yang beroperasi hanya 5 kasir.

Permasalahan lain yang di alami oleh perusahaan adalah menentukan jumlah kasir yang harus dipekerjakan dalam kondisi sepi normal dan ramai memiliki perbedaan panjang antrian kondisi sepi di super market terjadi pada jam 14.00 -16.00, kondisi normal terjadi antra jam 10.00 – 12.00, sedangkan kondisi ramai berada di jam 18.00 – 21.00. .

Berdasarkan hasil perhitungan model sistem antrian jalur berganda pada Rita Pasaraya Isola Purwokerto di Lokasi Supermarket dapat diputuskan jumlah kassa pembayaran atau kasir pada kondisi normal, sepi, dan ramai yang menunjang tingkat pelayanan pemabayaran optimal adalah 4 kasir.

Kata kunci: Unsur-unsur Teori Antian, *Multipel Channel- Single Phase*.

SUMMARY

Research queue system analysis in super market This research takes the title: " Analysis of Implementation of Queue Theory on Payment System of Rita Pasaraya Isola Purwokerto in Super Market Location".

The purpose of this study is to the most optimal number of cashiers to reduce the number of queues and also time unemployed cashier. The queuing model used by Rita Pasaraya Isola at the super market location is Multiple Channel - Single Phase. Based on the results of direct research conducted there are 10 number of payment facility available but on the realization of the average payment facility that only 5 cashier.

Another problem experienced by the company is to determine the number of cashiers to be employed in normal quiet conditions and busy to have a long queue queue quiet conditions in the super market at 13:00 to 16:00, the usual conditions occur between 10:00 to 12:00 hours, while the crowded conditions are in hours 6pm - 9pm.

Based on the calculation of double track queue system model model on Rita Pasaraya Isola at the super market location can be decided the amount of payment or cashew kassa in normal condition, quiet, and crowded that support optimal service optimization level is 4 cashier.

Keywords: Elements of Antian Theory, Multpel Channel-Single Phase.